

# Fast Facts

## From Dr. Katz



*DHS Mission Statement: "To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners."*

October 1, 2012

### Director's Perspective

This week I am working as an attending on the medicine service of LAC+USC. I love it. It gives me great pride to see so many wonderful nurses, doctors, pharmacists, social workers, technologists, therapists, phlebotomists, interpreters, dietary, and environmental services staff working together to care for our patients. And I know that none of us providing care could do so without all the other people who support the direct clinical providers including staff from health information, finance, personnel, supply chain, facilities maintenance, and on and on. It takes so many people to make a big complicated hospital like LAC+USC run effectively, and as I walk the floors of the hospital I feel so grateful and admiring of our wonderful staff.

I also see lots of opportunities to make our health care system as good as the people who work in it. One of our biggest opportunities is to increase access to ambulatory care and recuperative services so that we have alternatives to admitting patients to the hospital or keeping them for unnecessarily long stays. Remember the best hospital will never be as patient-centered as a good home so we must make sure that we are only hospitalizing those patients who need acute care services. We are not financially compensated for acute admission of patients who can be managed in the outpatient setting. Because hospitals are so expensive to run, when we use it in place of outpatient care we deplete our resources which would be better spent providing the right care in the right place. Our Ambulatory Care Network and the hospital outpatient divisions are both making great progress providing our patients and their care givers with more options. But meanwhile, on the wards I treasure each interaction I have with a patient, each opportunity to teach or learn from a resident in training, and each chance to meet or renew a friendship with a LAC+USC staff member.



### For Hospital's Homeless, Exodus Leads Home

By Michael Wilson

Over the past 18 months the LAC+USC "Street to Home Project" has transitioned 40 unsheltered and chronically homeless individuals living on the LAC+USC campus into comprehensive care with stable housing through a partnership between the County Departments of Health Services, Mental Health, and Public Social Services.

The multidisciplinary outreach team uses a vulnerability index to identify the most at-risk homeless clients and direct them to the Exodus Urgent Care Center which provides case management, physical and mental health services, and substance abuse help through funding from Supervisor Gloria Molina. Program workers also help clients obtain emergency shelter vouchers and link them to local agencies for long term housing and health care support. "This program showcases the County's expertise in working directly with society's most vulnerable and finding solutions through the right services," said LAC+USC administrator Cecil Clark. "When we work across departmental boundaries, we reduce the enormous boundaries these individuals face every day."

Program goals include diverting patients from the hospital's psychiatric and medical emergency departments to more appropriate care settings and identifying transitional-to-permanent housing opportunities with linkages to community services for ongoing care. Among the 145 homeless clients identified as meeting target criteria, 52% have been linked to mental health services and 33% have been housed in either transitional or permanent housing since the program's inception. The initiative has generated annual cost avoidance of \$114,000 and over \$600,000 in annual cost savings. Street to Home is top-10 winner in the County's 2012 Productivity and Quality Awards program that showcases the best in County-run services.

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### L.A. Clippers' Blake Griffin and Supervisor Mark Ridley-Thomas Visit Children at Harbor-UCLA Medical Center

Contributed by Gerardo Pinedo

The children at Harbor-UCLA Medical Center were very happy to see L.A. Clippers' Blake Griffin and L.A. County Supervisor Mark Ridley-Thomas visit the Inpatient Pediatric unit on September 25th. Sporting a big smile and sharing stories of his own, All-Star Power Forward Blake Griffin brought laughter and cheer to children and their families as they played video games, posed for pictures, and lined up for autographs. Medical staff were particularly pleased to see Mr. Griffin return to Harbor for the second time as a volunteer for the toy giveaway to children.

Serving the Southbay and surrounding areas of Los Angeles County, clinicians and staff at Harbor-UCLA Medical Center provide the highest quality of care. In the pediatric unit, practitioners treat children for injuries and illness ranging from broken bones to diabetes, cancer and cardiac conditions. In order to help the children and their families adjust to the medical environment, Harbor-UCLA deploys a team of Child Life Specialists whose primary responsibility is to ensure that children are made comfortable and receive the best care possible throughout their stay. "Blake's visit really promoted healing and wellness for our kids. Our physicians, nurses, and ancillary staff at Harbor are honored to have his support to compliment the great support we enjoy from Supervisor Mark Ridley-Thomas and the entire Board of Supervisors, as well as the broader community. It's through their generosity that we are able to provide the best care possible for our most precious resources," said Harbor-UCLA CEO Delvecchio Finley.



## Dr. Lauren Patty Daskivich joins DHS

Contributed by Lisa Finkelstein



The Department of Health Services (DHS) is pleased to announce the appointment of Lauren Patty Daskivich, MD, MSHS, as Director of Ophthalmology and the LA County Eye Health Program. In addition to her patient care activities, Dr. Daskivich's responsibilities will include Ambulatory Care Network specific duties as well as leadership of a DHS-wide Eye Health Program that seeks to coordinate and expand Ophthalmology services for our patients. One of the primary goals of the Eye Health Program is to integrate teleophthalmology initiatives to transform the delivery of ophthalmic care. One of Dr. Daskivich's initial projects will be to expand teleretinal diabetic eye screening services within DHS to improve early identification and treatment of disease. This effort will involve collaboration with both DHS and Community Partner Primary Care providers and their care teams, as well as with DHS-based Optometrists and Ophthalmologists.

Dr. Daskivich practices comprehensive Ophthalmology, and her previous research and policy work includes developing and evaluating interventions to improve eye care delivery to at-risk populations both within the U.S. and abroad. During residency, she worked with the Los Angeles Latino Eye Study (LALES), and throughout her career she has engaged in projects to foster sustainable healthcare interventions in developing countries such as Nepal, Bhutan, Vietnam, Cambodia, and Ethiopia. Dr. Daskivich completed her undergraduate studies at Stanford University with a degree in Comparative Literature and Human Biology, as well as an honors thesis in Medical Anthropology. After receiving her medical degree from Harvard Medical School, she completed her residency training at the LAC+USC/Doheny Eye Institute. She then went on to do a two-year fellowship in health services research as a Robert Wood Johnson Clinical Scholar at UCLA. This appointment is in perfect alignment with her career goal of utilizing policy and technological interventions to increase access to ophthalmic care for underserved/safety net populations.

## Dr. Perry Appointed Medical Director

Contributed by Lisa Finkelstein



It is with great pleasure that DHS welcomes Dr. Raymond Perry as Medical Director of Los Angeles County Juvenile Court Health Services (JCHS). Dr. Perry received his bachelor's degree in physiology and neurobiology from the University of Maryland, his medical degree from Emory University School of Medicine and completed his pediatric residency training at the University of Chicago Medical Center. His postgraduate training included a health services research fellowship in the Robert Wood Johnson Foundation Clinical Scholars Program at UCLA, and a Master's of Science degree in Health Services at the UCLA School of Public Health. He also served as an attending physician in general pediatrics and adolescent medicine at the David Geffen School of Medicine at UCLA. Dr. Perry has extensive experience on adolescence health issues, specializing in preventative sexual health, adolescent male health, and underserved minority communities.

As Medical Director of JCHS, Dr. Perry hopes to promote delivery of healthcare to the more than 2000 youth detained every day in the detention halls and camps across Los Angeles County by focusing on efficiency of services, through collaborative efforts with the Probation Department, and by improving health awareness of the youth. Dr. Perry believes that access to a strong system of healthcare for all adolescents in detention is extremely important to their overall well-being. In addition to improving care delivered in the detention facilities, Dr. Perry plans to concentrate on ensuring and facilitating follow-up care after youth are released so that their health and access to care remains a priority. Dr. Perry views every interaction adolescents have with the health services system as an opportunity to make a positive difference in their lives and to stress the importance of healthy living. His vast knowledge, skills, and aptitude will be great assets as the Department emphasizes the provision of efficient, high-quality medical care in an interdisciplinary environment.

## Olive View Opens Patient-Centered Medical Home

Contributed by Mark Richman, M.D.

Guided by its Ambulatory Care Council, in July 2012, Olive View opened its first patient-centered medical home. This clinic is a modernization of the existing CHP Clinic and is now known as "Clinic M".

In a "big-bang" approach to roll-outs, on its opening day, the existing clinic adopted:

- Electronic physician documentation
- Nurses taking orders from the electronically-signed physician's note
- Nurse care manager face-to-face (eg, blood pressure check) and telephone contacts, guided by MD pre-written orders. For example: RN face-to-face visit in 2 weeks to check BP. Notify MD if BP above 140/90. Otherwise, patient to follow up as previously arranged.
- Cycle time tracking and medication reconciliation with prescription printing using the ATEMM Clinics software.

ATEMM Clinics also tracks workload of non-face-to-face patient-related activities, such as handling faxed prescription refill requests, reviewing and acting on abnormal labs, responding to requests from RPS specialty reviewers for more information, and completing disability forms or prior authorizations.

The Clinic has "same-day" and "next-day" appointment availability. The clinic is staffed by Attending Physicians, Drs. Maribel Munoz (clinic Medical Director), Roy Harris, and Mark Richman, who see patients as direct providers.

The clinic follows best-practice guidelines by routinely performing depression screening, tobacco use screening, and diabetic foot neuropathy screening. Positive responses to these are followed up by referral to the Dept. of Mental Health-run Olive View Mental Health Urgent Care Center, 1-800-NO-BUTTS hotline, and Physical Therapy (for neuropathy) or Podiatry (for ulcers/deformities). These preventive health maintenance actions will be captured in i2i Tracks Registry.

